NASA Project Management Challenge 2009

PROJECT MANAGEMENT CHALLENGE 2009

Sixth Annual NASA Project Management Seminar

ABSTRACT AND BIOGRAPHY

Using Web 2.0 tools to Enhance Collaboration at NASA

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Through employing wikis, blogs, and other collaborative web tools, organizations have tapped into the power of social networks to fuel creativity, promote knowledge transfer, and find new ways to manage projects. We believe government, especially research organizations such as NASA, would also benefit by using these tools. The DASHlink project (a Web 2.0 site at NASA, https://dashlink.arc.nasa.gov/), is an effort to bring Web 2.0 to NASA researchers. The project started with the simple idea of building a website for disseminating NASA's work (algorithms and data sets) to the public and supporting collaboration between Data Miners and Systems Health Experts working on NASA sponsored research projects. Soon it became clear that the entire site needed to be public since many key collaborators are in fact outside of NASA (NRA winners, SAA partners). Further, community websites are only powerful when ideas are shared openly, making the collective community knowledge available to each member. Implementing the "openness" concept within a government context has proven extremely difficult. In the course of creating our this site we have identified some of the biggest hurdles faced by Web 2.0 advocates in government and used our own creative collaborative tools to overcome them. The DASHlink website, a community-centric site, is designed to allow users to easily upload and share information, find other researchers in their field, and carry on discussions. These types of tools will become increasingly more important to help NASA progress in the internet age.

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Dawn McIntosh is a civil servant on detail at NASA Headquarters. She is currently the Technical Integration Manager for Aviation Safety under ARMD. Before starting this detail, Ms. McIntosh spent seven years at NASA Ames Research Center working on both aeronautics and space applications. Her projects include lead of the DASHlink design and development team, Shuttle Wing-Leading Edge Impact Detection System analysis of automated algorithms, development of the Recurring Anomaly Detection System (ReADS) for text analysis of submitted problem reports, and development of the Intelligent Virtual Station (IVS), a virtual environment for astronaut training.